New
Service Forecasts /
Service Order Plans

PAAC CONTRACT **NAS5-00047** **SERVICE FORECAST / SERVICE ORDER PLAN** **QSS** **Boeing**	

Customer ID: 151-03	Service Forecast Originator: Al Frazier
Title: IFMP Accounting Backfill	IST Leader: Jim Caldwell

Barb Parmenter

TECHNICAL REQUIREMENTS:

<u>Performance Requirement 11 – General Accounting</u>:   **QSS JCN:** | **Boeing CCN:** UAV 151 A 3

Provide Project Control and Analysis to the Financial Management Division (Code 151) in the following areas:
- Reimbursable processing
- Property accounting
- Travel voucher processing
- Invoice examination and processing
- Data entry and invoice research
- Mail/microfilm/microfiche

DELIVERY SCHEDULE:

- Processed invoices in compliance with Prompt Payment Act
- Processed travel orders in compliance with Travel Regulations
- Leave and Earnings Statements
- W-2 Forms
- Paychecks

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Customer ID: 415-01/415-02 Title: GOES Project Control	Service Forecast Originator: Katie Mikkelsen IST Leader: Richie Weiss

TECHNICAL REQUIREMENTS:

NQ = 3047D2139

Performance Requirement 4,5 & 6 – Scheduling and Planning | QSS JCN: 3047-D11-39 | Boeing CCN: UAV 415 S 1

GOES Program Control Evaluation - The contractor shall provide evaluation to the GOES Instrument Management Team at ITT, Fort Wayne. The team consists of the GSFC Instrument Manager, ITT, LIRIS, Space Systems/Loral, and Hughes Space and Communications (HSC). Provide all on-site evaluation relating to the Performance Measurement System and Scheduling.

GOES Schedule Management Evaluation - Utilizing schedules delivered from SS/L, ITT, and HSC, Project flow analysis shall be performed to determine if optimum schedule efficiency is being maintained. Provide consultation to the Project Manager and the GOES Project Management Team on all matters relating to Project redirection and schedule flow.

Coordination between the Government and all GOES ITT, HSC, and SS/L contractor team members shall be maintained for maximum efficiency. Frequent in-plant visits will be required.

The Loral subcontract management team is on-site at Fort Wayne. Coordination of the Loral Performance Measurement System (PMS), Master Schedule, and integration of the ITT and Loral schedules will be maintained.

An I&T Management Control System has been formulated and incorporated at the HSC facility. Additionally, the fabrication and assembly of GOES N - Q will be planned and maintained to permit the most efficient use of time and money.

As the development of GOES N - Q proceeds, evaluation will be supplied, as needed, of the documentation processing associated with the implementation of these new spacecraft.

- Ensure that the Loral scheduling system, Schedule Publisher, and PMS is compliant. Preliminary audits have been performed and upgrades are required. Follow up audits and compliance reviews will be conducted semi-annually.
- Ensure that the ITT (Subcontractor) schedule system, MicroSoft Project, and PMS are compliant with Micro-Soft Project. Preliminary audits have been performed and upgrades are required. Follow-up audits and compliance reviews will be conducted semi-annually.
- Ensure that both systems have the capability of being fully integrated into a GOES Master Schedule and are horizontally and vertically integrated into PMS.
- Provide the MOST team with an analysis of their schedules. Develop new schedules as appropriate. Highlight schedule conflicts as required.
- Provide assessments of the SXI instrument being developed at MSFC. Evaluate the impacts of delayed SXI delivery on the GOES N, and perhaps GOES-O schedules. Travel to Lockheed Martin as appropriate to conduct these evaluations.

Performance Requirement 7 – Configuration Management | QSS JCN: 3047-D12-39 | Boeing CCN: UAV 415 C 1

a. Implementation and operation of a Configuration Management (CM) system for the Geostationary Operational Environmental Satellite (GOES) Project Office, as detailed in the following paragraphs.

b. CM evaluation for the GOES Project, conducted on-site, at the Goddard Space Flight Center (GSFC), within close proximity to the GOES Project Office.

c. Custody and maintenance of the GOES Project master CM files, in a secure area.

d. Interface with the GSFC NOAA Liaison Office and the NASA Resident Offices at the prime contractor and subcontractor plants.

e. Ensure that the GOES Configuration Management Plan that is compliant with Goddard Management Instruction (GMI) requirements and the GOES Execution Phase Project Plan.

f. Work Completed: [Establishment of a GOES Configuration Control Board (CCB)]

g. Review of contractors' CM Plans, Configuration Item Lists (CIL), and Configuration Change Request (CCR).

h. Logging and distribution of incoming CCRs, preparation of CCB agenda, and the coordination of the GOES CCB meetings.

i. Preparation of CM Directives and other CM correspondence resulting from CCB action.

j. Development of an automated CM Process system with the assistance of MIS support.

k. Preparation of CCR status reports and other tailored reports using the automated CM data base.

l. Physical Configuration Audits (PCA) at the sub-contractors facilities for each flight instrument, and PCAs at the prime contractor's facility for each spacecraft.

m. Additional evaluation to the GOES Project Manager, Deputy Project Manager / Resources, and the Project Manager, as may be defined as a result of program maturity.

DELIVERY SCHEDULE:

• GOES CM Plan updates
• CCR Status Reports
• Others, as required (above)

Performance Requirement 9 – Management Information Systems | QSS JCN: 3047-D13-39 | Boeing CCN: UAV-415- M-1

a. Provide hardware evaluations and recommendations. This includes network equipment, file and print servers, and personal computers.

b. Provide software evaluations and recommendations. This includes software required for networking, databases, communications, user interface, etc.

c. Provide installation and management of all hardware and software.

d. Act as the Network Manager overseeing both the local and wide area networks. Evaluate need for additional network services to ensure optimum performance.

e. Participate in ADP planning. Identify future hardware and software requirement. Write specifications and justifications as necessary.

f. Provide software and programming evaluation as necessary to upgrade and maintain MIS software. Modify any existing software for additions and/or corrections. Ensure compatibility between network and all software and databases.

g. Provide technical evaluation and training to all users in any new software or databases installed on the MIS.

h. Maintain internal databases for hardware and software inventories and technical evaluation.

i.   Coordinate maintenance of all hardware and software.

DELIVERY SCHEDULE:
*   Computers Delivered to GOES Contractors, installed and checked out
*   Troubleshoot Hardware and Software Problems -- as Required.
*   Install Software -- as required
*   Update Computer Operating Systems -- as required
*   Instruct Personnel as to proper operation of computer equipment.

Performance Requirement 10 – Documentation / Library | QSS JCN: 3047-D14-39 | Boeing CCN: UAV 415 D 1

a.   Provide a library of specified documentation for the GOES Project (e.g., technical drawings, trip reports, documentation received from outside sources), keep documents up-to-date, and make changes. Provide the necessary technical evaluation to maintain, review, file, duplicate and distribute GOES documentation, i.e., reports, plans, manuals, failures, etc. maintain computer system for identifying documents received and submit monthly report.

b.   Maintain the GOES Platform Project Action Item Tracking System data base. This task consists of interfacing with Project personnel, compiling data, maintaining data integrity and generating reports.

c.   Provide assistance in the maintenance of the GOES Project Contract Documentation Requirements System.

DELIVERY SCHEDULE:
*   Documents received reports (monthly and periodic)
*   Contract Documentation Reports (as requested)
*   Management Information System

Performance Requirement 12 – General Business | QSS JCN: 3047-D16-39 | Boeing CCN: UAV 415 B 1

a.   Obtain project status update from all project participants and prepare MSR, and Quarterly reports.

b.   Prepare and maintain a total project calendar of upcoming events.

c.   Prepare project presentations from material provided by project personnel.

d.   Prepare, maintain and update project and manpower data bases. Provide periodic reports on travel and current work assignments.

e .   Ordering Supplies through the Stores Stock SATS program or GSA Advantage or Internet .

f.   Maintain list of all currently assigned project participants, including location, telephone number and telemail ID to be available for all project participants.

g.   Facility Evaluation - floor plans, including interface with FED and POEMD for changes and maintenance.

h .   Property Management - includes excess acquisition and turn in, coordinates of office moves of equipment and shipping, as required.

i.   Facility Planning and Analysis - space requirements, short and long term..

j.   Moves - organize and coordinate physical moves of personnel, telephones and related functions. Interface with movers, FED, POEMD, and telephone people as required.

DELIVERY SCHEDULE:
      - Event Calendar (weekly)
      - Pre-MSR
      - Quarterly
      - Travel and Manpower Reports (periodic)
      - Presentations
      - Assigned Personnel List

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Customer ID: 425	**Service Forecast Originator: Joe Dezio**
Title: ICESat Project Control	**IST Leader: Fred Brooks**

TECHNICAL REQUIREMENTS:

Performance Requirement 4, 5 & 6: Scheduling (QSS JCN: 3047-X11-39) (Boeing CCN: UAV425S1)

- Prepare Intermediate and Master Level plans and schedules establishing interfaces for the science, spacecraft, instrument, and ground system.
- Provide schedule data to support project institutional reporting requirements.

DELIVERY SCHEDULE:

- Schedules (Gantt Charts and Networks)
- Project Monthly Schedule Analysis Report
- Project Master Schedule (Gantt Chart) Depicting Critical Path
- Time Phased Plan versus Actual Milestones Completed

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Customer ID: 495	Service Forecast Originator: Dr. Doug McLennan
Title: NanoSat Project Control	IST Leader: Fred Brooks

TECHNICAL REQUIREMENTS:

Performance Requirement 4, 5 & 6 – Scheduling and Planning   (QSS JCN: 3047-W11-39)
   (Boeing CCN: UAV495S1)

Performance Requirement 7 & 8 – Configuration Management (QSS JCN: 3047-W12-39)
   (Boeing CCN: UAV495C1)

- Develop and control Configuration Management (CM) system for Project. System will track and control Configuration Change Requests (CCRs), Configuration Control Board (CCB) minutes and agendas, Power and Weight Analysis, Impact Evaluation and Action Status. Documentation will be maintained in an automated system that will support retrieval, sorting, distributing, reporting and updating functions. Additionally, the operation, back up and recovery of the CM system will be documented in the appropriate procedure manuals.
- Develop and maintain a Risk Management System. System will be designed in accordance with stated ISO and GSFC Risk Management guidelines.
- Control and maintain all baseline control documentation. Disburse change agreements and notices to appropriate personnel. Maintain data integrity through the use of visual audits and spot checks.
- Review technical documentation for adherence to CM procedures and technical continuity.
- Perform physical configuration audits, as deemed appropriate, on in-house facilities. Prepare audit reports and recommendations for Project.
- Act as Configuration Management Manager. Coordinate and chair all CCB meetings. Interface with each technical function. Ensure that CM function is compliant with GSFC ISO requirements.
- Prepare appropriate CM documentation, i.e., plans, procedures, guidelines, etc.
- Develop and maintain requirement traceability matrices.
- Maintain all CM files in a secure environment.

Performance Requirement 9 – Management Information Systems (QSS JCN: ?) (Boeing CCN: ?)

- Provide hardware evaluations and recommendations. This includes network equipment, file and print servers and personal computers.
- Provide software evaluations and recommendations. This includes software required for networking, databases, communications, Internet/Intranet and user interfaces.
- Provide installation (including upgrades, patches, etc.) and training all hardware and software products.
- Implement and manage local and wide area networks. Evaluate and recommend enhancements that will ensure optimum performance and back-up/recovery plans. Procure necessary hardware and software.

- Act as primary point-of-contact for ODIN interfaces.

- Procure necessary launch support hardware and software as deemed appropriate by the Project.

- Develop and support Intranet and Internet interfaces. Ensure Project accessibility of all Library and CM documentation, action items, schedules and project administrative data. Intranet system will be designed according to customer requirements. Internet interfaces will compliant with New Millennium Project specifications

Performance Requirement 10 – Documentation / Library (QSS JCN: ?) (Boeing CCN: ?)

- Develop and maintain an automated documentation library for the ST5 Project. Documentation will include: technical drawings, specifications, procedures, manuals, correspondence, contracts, status reports, contract deliverables, and any other information deemed essential to the Project. Documentation will be maintained in an automated system that will support retrieval, sorting, distributing, reporting and updating functions. Additionally, the operation, back-up and recovery of the library system will be documented in the appropriate procedure manuals.

- Develop and maintain ST5 Action Item Tracking Database. Task will include interfacing with appropriate personnel; research, resolution, and compilation of data; generation of reports; and impact analysis.

- Develop and maintain ST5 Deliverable Tracking Database. Task will include maintaining deliverable status and coordinating data reviews. Additionally, data will be compiled and tracked for adherence to the requirements and discrepancies reported and resolved with the guidance of the appropriate Project personnel.

- Develop and monitor a Response for Action (RFA) system responsible for tracking all major review actions. Compile and prepare closure packages for submittal to customer and Code 300.

- Coordinate all GSFC ISO related assignments. Task will include preparation, publication and control of program and project plans, procedure guidelines and management instructions. Act as liaison between GSFC ISO representatives and project. Participate in presentations, training and audits as deemed appropriate by the Project.

Performance Requirement 12 – General Business (QSS JCN: 3047-W16-39) (Boeing CCN: UAV495B1)

- Coordinate and prepare project status reporting and presentations. Task includes research and analysis of data.

- Prepare and maintain project calendars and travel schedules.

- Develop and maintain Travel Database that tracks and generates travel estimates and actual expenditures. Provide reporting status on budgetary under/over runs, and discrepancies.

- Analyze, reconcile and coordinate project manpower exercises and reporting. Develop Manpower database that facilitates tracking and "what-if" analysis. Participate in training, presentations and reviews as deemed appropriate by the Project.

- Maintain project personnel listings.

- Coordinate all Project moves, telephones, pagers, cell phones, furniture installations/procurements.

- Facility planning and analysis of space requirements for short and long term timeframes.

- Procurement project supplies. Maintain and control inventory and accounting records.

- Control and manage all project equipment and hardware. Task includes coordinating moves, shipping, procuring, excess and maintenance functions. Act as Property custodian for the Project.

DELIVERY SCHEDULE:

(handwritten: 740-04 05, P7B)

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Customer ID: 740-04 05 P7B	Service Forecast Originator: Tom Taylor *Thomas S. Taylor*
Title: Digital Earth Office Business Support	IST Leader: Rick Barthel *Rick Barthel*

TECHNICAL REQUIREMENTS:

Performance Requirement 12 – General Business

The contractor shall perform the following:

(handwritten: QSS JCN: 3047-766-39)
(handwritten: Boeing CCW: UAV 740 B 5)

- Prepares documents and presentations.
- Develops and maintains project files.
- Develops and maintains tracking systems and project-related databases.
- Coordinates and supports meetings and conferences.
- Generates procurement requests.

DELIVERY SCHEDULE:

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Customer Number: 900-04	**Service Forecast Originator:** Andrew J. Negri *Karyn Pope*
Title: Program Control Support to Code 910, Laboratory for Atmospheres	**IST Leader:** Patrick McGuire

TECHNICAL REQUIREMENTS:

Performance Requirement 12 - General Business | QSS JCN: | 3047-946-39 | Boeing CCN: | UAV | 900 | B | 4 |

Program Control Support to Code 910, Laboratory for Atmospheres:

The Contractor shall provide General Business or, where appropriate, Program Control Analyst support services for the following business-related functions within a designated Office, Division, Laboratory, or Program within the Earth Sciences Division. Support activities may involve any, or all of the following tasking requirements/functions as needed to support specific organizational needs.

- Research, collect, analyze, maintain, and track requirements for business-related functions such as travel, MPS, RTOP's, manpower, space utilization, communications requirements, maintenance agreements, property/inventory control, training, and grants.

- Establish, track, and maintain status logs/milestone charts relating to documentation, action items, work in progress, and other business functions.

- Collect and or prepare, review, coordinate, and distribute various business documents/data and ensure that they are within the established criteria and format required. (Examples: travel orders/vouchers, RTOP's, telephone requests, TID requests, POMD/FED requests, and office moves.)

- Collect, prepare, analyze and update information for inclusion in reports.

- Provide support/coordination for meetings, seminars, and reviews; provide documentation, charts and table, and other instruments as required.

Delivery Schedule:

- Deliver regularly scheduled reports (weekly/monthly/quarterly) in accordance with organizational requirements.

- Deliver special ad-hoc reports in accordance with organizational requirements.

- Deliver support adequate to ensure the effective planning of, preparation for, and conduct of organizational meetings and activities, and for the disposition of other operational action.

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Customer Number: 900-06 **Title:** Program Control Support to Code 923 (& 920), Biospheric Sciences Branch	**Service Forecast Originator:** Compton J. Tucker **IST Leader:** Patrick McGuire

TECHNICAL REQUIREMENTS:

Performance Requirement 12 - General Business

QSS JCN:	3047-966-39	Boeing CCN:	UAV	900	B	6

Program Control Support to Code 923, Biospheric Sciences Branch:

The Contractor shall provide General Business or, where appropriate, Program Control Analyst support services for the following business-related functions within a designated Office, Division, Laboratory, or Program within the Earth Sciences Division. Support activities may involve any, or all of the following tasking requirements/functions as needed to support specific organizational needs.

- Research, collect, analyze, maintain, and track requirements for business-related functions such as travel, MPS, RTOP's, manpower, space utilization, communications requirements, maintenance agreements, property/inventory control, training, and grants.

- Establish, track, and maintain status logs/milestone charts relating to documentation, action items, work in progress, and other business functions.

- Collect and or prepare, review, coordinate, and distribute various business documents/data and ensure that they are within the established criteria and format required. (Examples: travel orders/vouchers, RTOP's, telephone requests, TID requests, POMD/FED requests, and office moves.)

- Collect, prepare, analyze and update information for inclusion in reports.

- Provide support/coordination for meetings, seminars, and reviews; provide documentation, charts and table, and other instruments as required.
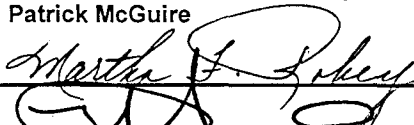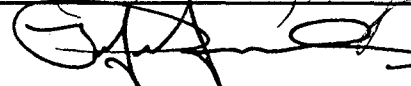
Delivery Schedule:

- Deliver regularly scheduled reports (weekly/monthly/quarterly) in accordance with organizational requirements.

- Deliver special ad-hoc reports in accordance with organizational requirements.

- Deliver support adequate to ensure the effective planning of, preparation for, and conduct of organizational meetings and activities, and for the disposition of other operational action.

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Customer Number: 900-09	Service Forecast Originator: Martha F. Robey
Title: **Program Control Support to** **Code 930, Earth and Space Data and Computing** **Division**	IST Leader: Patrick McGuire

TECHNICAL REQUIREMENTS:

Performance Requirement 12 - General Business | QSS JCN: | 3047-996-39 | Boeing CCN: | UAV | 900 | B | 9 |

<u>Program Control Support to Code 930, Earth and Space Data and Computing Division:</u>

The Contractor shall provide General Business or, where appropriate, Program Control Analyst support services for the following business-related functions within a designated Office, Division, Laboratory, or Program within the Earth Sciences Division. Support activities may involve any, or all of the following tasking requirements/functions as needed to support specific organizational needs.

- Research, collect, analyze, maintain, and track requirements for business-related functions such as travel, MPS, RTOP's, manpower, space utilization, communications requirements, maintenance agreements, property/inventory control, training, and grants demonstrating proficiency in Windows NT, Office 97, Lotus, Excel, Eudora, Netscape and Goddard specific systems such as SPS, OLCAS, ORS, RAMIS, BRIO, AAMS, IPS, LISTS, MICTS and NEMS.

- Establish, track, and maintain status logs/milestone charts relating to documentation, action items, work in progress, and other business functions.

- Collect and or prepare, review, coordinate, and distribute various business documents/data and ensure that they are within the established criteria and format required. (Examples: travel orders/vouchers, RTOP's, telephone requests, TID requests, POMD/FED requests, and office moves.)

- Collect, prepare, analyze and update information for inclusion in reports.

- Provide support/coordination for meetings, seminars, and reviews; provide documentation, charts and table, and other instruments as required.

Delivery Schedule:

- Deliver regularly scheduled reports (weekly/monthly/quarterly) in accordance with organizational requirements.

- Deliver special ad-hoc reports in accordance with organizational requirements.

- Deliver support adequate to ensure the effective planning of, preparation for, and conduct of organizational meetings and activities, and for the disposition of other operational action.

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Customer Number: 900-10 Title: Program Control Support to Code 930, Earth and Space Data and Computing Division	Service Forecast Originator: Rebecca J. Knoble IST Leader: Patrick McGuire

TECHNICAL REQUIREMENTS:

Performance Requirement 12 - General Business | QSS JCN: | 3047-906-39 | Boeing CCN: | UAV | 900 | B | A |

Program Control Support to Code 930, Earth and Space Data and Computing Division, and the High Performance Computing Center Project:

The Contractor shall provide General Business or, where appropriate, Program Control Analyst support services for the following business-related functions within a designated Office, Division, Laboratory, or Program within the Earth Sciences Directorate. Support activities may involve any, or all of the following tasking requirements/functions as needed to support specific organizational needs.

- Research, collect, analyze, maintain, and track requirements for business-related functions such as travel, MPS, RTOP's, manpower, space utilization, communications requirements, maintenance agreements, property/inventory control, training, and grants demonstrating proficiency in Windows NT, Office 97, Lotus, Excel, Eudora, Netscape and Goddard Specific systems such as SPS, OLCAS, ORS, RAMIS, BRIO, AAMS, IPS MICTS, and NEMS.

- Maintain Macintosh workgroup file server, using AppleShare IP server, suppporting both Mac and Window NT clients in the Code 930 Resources and support offices as well as through remote access.

- Maintain current software backups of Code 930 and support offices, through local tape/disk media back-ups or from a network backup server.

- Install, update, maintain, and recovery of users current software applications, backups, configurations, patches, and virus protection not covered or supported by ODIN Desktop Services.

- Build and maintain extensive financial spreadsheets using MS Excel, software and maintenance agreements tracking databases using Filemaker Pro, along with various memo and document templates using MS Word.

- Establish, track, and maintain status logs/milestone charts relating to documentation, action items, work in progress, and other business functions.

- Collect and or prepare, review, coordinate, and distribute various business documents/data and ensure that they are within the established criteria and format required. (Examples: travel orders/vouchers, RTOP's, telephone requests, TID requests, POMD/FED requests, and office moves.)

- Collect, prepare, analyze and update information for inclusion in reports or presentations.

- Provide graphics, PDF development, illustration, and proofing support to the HPCC Project and ESDCD.

- Provide support/coordination for meetings, seminars, and reviews; provide documentation, charts and table, and other instruments as required.

Delivery Schedule:

- Deliver regularly scheduled reports (weekly/monthly/quarterly) in accordance with organizational requirements.

- Deliver special ad-hoc reports in accordance with organizational requirements.

- Deliver Organizational Spending Log and HPCC Phasing spreadsheets with EOM reporting updates.

- Deliver support adequate to ensure the effective planning of, preparation for, and conduct of organizational meetings and activities, and for the disposition of other operational action.

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123-00

Michelle Renaud

Customer Number: 900-11	Service Forecast Originator: Michelle L. Renaud
Title: **Program Control Support to**	IST Leader: Patrick McGuire
Code 931, Science Computing Branch	*1/3/00*

TECHNICAL REQUIREMENTS:

Performance Requirement 12 - General Business | QSS JCN:| 3047-9A6-39 | Boeing CCN: | UAV | 900 | B | B |

General Business Support to Codes 931 and 932, NASA Center for Computational Sciences (NCCS):

The Contractor shall provide general business support services for the following business-related functions within the NASA Center for Computational Sciences (NCCS) within the Earth and Space Data Computing Division. Support activities may involve any, or all of the following tasking requirements/functions as needed to support the specific organizational needs of the NCCS.

- Research, collect, analyze, maintain, and track requirements for business-related functions such as travel, MPS, manpower, reimbursable agreements, RTOP's, space utilization, maintenance agreements, and grants. This position requires a demonstrated proficiency in a Windows environment, Office 97, Lotus, Eudora, Netscape, and NASA/GSFC specific systems such as SPS, OLCAS, ORS, RAMIS, BRIO, AMS, and IPS.

- Establish, track, and maintain status logs and/or complex spreadsheets relating to documentation, action items, work in progress, and other business functions.

- Collect and or prepare, review, coordinate, and distribute various business documents/data and ensure that they are within the established criteria and format required. (Examples: travel orders/vouchers, RTOP's, telephone requests, TID requests, POMD/FED requests, and office moves.)

- Collect, prepare, analyze and update information for inclusion in reports.

- Provide support/coordination for meetings, seminars, and reviews; provide documentation, charts and table, and other instruments as required.

Delivery Schedule:

- Deliver regularly scheduled reports (weekly/monthly/quarterly) in accordance with organizational requirements.

- Deliver special ad-hoc reports in accordance with organizational requirements.

- Deliver support adequate to ensure the effective planning of, preparation for, and conduct of organizational meetings and activities, and for the disposition of other operational action.

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Customer Number: 900-12	**Service Forecast Originator:** Harold G. Domchick
Title: Program Control Support to Code 931, Science Computing Branch	**IST Leader:** Patrick McGuire

TECHNICAL REQUIREMENTS:

Performance Requirement 12 - General Business | QSS JCN: | 3047-9B6-39 | Boeing CCN: | UAV | 900 | B | C |

Program Control Support to Code 931, Science Computing Branch:

The Contractor shall provide General Business or, where appropriate, Program Control Analyst support services for the following business-related functions within a designated Office, Division, Laboratory, or Program within the Earth Sciences Division. Support activities may involve any, or all of the following tasking requirements/functions as needed to support specific organizational needs. Acts as the Primary ESDCD ODIN representative.

- Research, collect, analyze, maintain, and track requirements for business-related functions such as, space utilization, communications requirements, computer hardware maintenance agreements, property/inventory control, PC/Workstation maintenance. Demonstrates proficiency in Windows98, Office98, Eudora, Netscape and Goddard specific systems including NEMS, CHIRPS, and SPS.

- Establish, track, and maintain status logs/milestone charts relating to documentation, action items, work in progress, and other business functions.

- Collect and/or create, review, coordinate, and distribute various business documents/databases and ensure that they are within the established criteria and format required. (Examples: property documentation, excess requests, telephone requests, POMD/FED requests, office moves, ODIN maintenance and Logistics Coordination.)

- Collect, prepare, analyze and update information for inclusion in reports.

- Provide support/coordination for meetings, seminars, and reviews; provide documentation, charts and table, and other instruments as required.

Delivery Schedule:

- Deliver regularly scheduled reports monthly in accordance with organizational requirements.

- Deliver special ad-hoc reports in accordance with organizational requirements.

- Deliver support adequate to ensure the effective planning of, preparation for, and conduct of organizational meetings and activities, and for the disposition of other operational action.

Revised
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Customer ID: 110	Service Forecast Originator: Sandy Buffalano
Title: OHR Project Control	IST Leader: Jim Caldwell

TECHNICAL REQUIREMENTS:
Performance Requirement 11 – General Accounting: | QSS JCN: | 3047-115-39 | Boeing CCN: | UAV | 110 | A | 1 |

Performance Requirement 12 – General Business: | QSS JCN: | 3047-116-39 | Boeing CCN: | UAV | 110 | B | 1 |

Provide Project Control and Analysis to the Office of Human Resources (Code 110) in the following areas:

- Permanent Change of Station (PCS) and move coordination. Additional responsibilities include: general support for the recruitment program including cooperative education and freshout recruiting. Work involves coordinating with students on co-op program via phone and email, setting up appointments to visit schools, initiating travel orders and processing travel vouchers for recruiters, and miscellaneous other administrative/clerical support tasks.

- Responsible for the administration and maintenance of the Official Personnel Folders (OPFS). Files all SF-50's and other appropriate supporting documentation in the OPFs in accordance with federal personnel regulations. Material is filed within 2 days of receipt except for annual events (pay adjustments, health insurance changes, etc.)

- Responsible for ensuring security of the OPFs and able to locate a given Official Personnel Folder at any time. Ensures OPFs are checked out via the Automated Records Maintenance System in accordance with proper procedures and refiled in a timely manner. This includes creating labels for OPF, checking OPFs in and out documenting reason for review

- Prepares files for transfer to the Records Center and other government agencies. (Responsible for transferring folders to other Federal agencies including the Federal Records Center. Reviews the OPF and ensures all outstanding permanent records have been obtained (e.g. Employee Medical Folder, Employee Performance Folder, Leave Record, etc). Updates the employee service record card indicating the disposition of the OPF. Responsible for requesting the EMF from the Health Unit and requesting the EPF from the Personnel Assistant/Personnel Management Specialist.

- Provides clerical and administrative support to the retirement and benefits program. Requires proficiency in office automation skills such as MSWord, PowerPoint, and Excel to prepare forms, letters, presentations and reports. Also provides clerical and administrative support to the organization.

- Responsible for Reports control for the Office's ADP reports. Ensures that ADP reports are distributed within 2 days of receipt. Develops and maintains a log of all reports and any discrepancies are reported to the NASA Personnel/Payroll Administrator.

DELIVERY SCHEDULE:

Processed PCS orders in compliance with Travel Regulations

PAAC CONTRACT
NAS5-00047
SERVICE FORECAST / SERVICE ORDER PLAN
QSS
Boeing

Customer ID: 429 Title: NPP Project Control	Service Forecast Originator: George Barth IST Leader: Fred Brooks

TECHNICAL REQUIREMENTS:

Performance Requirements 5 - Scheduling and Planning   (QSS JCN: 3047-J11-39   Boeing CCN: UAV429S1)

- Determine and recommend processes required to provide responses and data for various Center management and institutional reporting functions. Identify, develop, implement, and keep current all project control activities.
- Plan and schedule developmental space projects.
- Analyze developmental project status against Center commitments.

Performance Requirements 7 and 8 - Configuration Management (QSS JCN: 3047-J12-39   Boeing CCN: UAV429C1)

- Maintain Configuration Control of the MTPE Project baseline documentation.
- Design, implement audit, and populate/update a complete Configuration Management System.
- Manage and coordinate the configuration change control packages, schedule and implement all activities associated with the Configuration Control Board (CCB) reviews.
- Serve as CCB Administrator; develop CCB minutes and distribute these and approved change packages.
- Maintain the CM status accounting data base to track CCR development, disposition, and implementation.
- Perform required configuration control activities including coordinating Level1 change activities.

Performance Requirement 9– Management Information Systems: (QSS JCN: 3047-J13-39   Boeing CCN: UAV429M1)

- Develop and maintain a web site for the NPP Project

Performance Requirement 12 – General Business (QSS JCN: 3047-J16-39   Boeing CCN: UAV429B1)

- Responsible for move coordination whenever elements of the project are schedule for moves or facilities modification; these duties include:
    - Interfacing with Project to identify requirements
    - Prepare request forms for FMD mods, and moves
    - Phone and LAN installations
    - Overall logistic management
- Interface with appropriate managers to collect data to prepare monthly and quarterly review packages.
- Property custodian maintaining NASA property records and conducting inventories as required.
- Provide support to the Project in developing the manpower and travel budget requirements.
- Telephone coordinator preparing required request forms and coordinating installations of phone instruments and LAN connection.
- Prepare and modify drawings, flow charts, diagrams, scheduled, and narrative charts for project presentations and reports.

DELIVERY SCHEDULE:

- Status Project Status Review
- Status Monthly Status Review
- Status Quarterly Status Review
- Action Item List

SERVICE FORECAST
PERIOD 1, AMENDMENT 1

CONTRACT: NAS5-00047 PROGRAM ANALYSIS AND CONTROL
                             (PAAC) CONTRACT

CONTRACTOR: QSS GROUP, INC.

                                                     SEPTEMBER 30, 2000

PERFORMANCE PERIOD: JANUARY 1, 2000 THROUGH ~~JUNE 30, 2000~~

THIS SERVICE FORECAST IS ISSUED PURSUANT TO CLAUSE H.7 "SERVICE FORECASTS
AND OPERATING PLANS" OF THE SUBJECT CONTRACT.

CONTRACTING OFFICER   12/29/99 *
                             DATE

*Effective Date of Service Forecast 1, Amendment 1 is 1/1/00.

151-03 —

Cancel
155-2
(moved to
155-1)

PAAC ID	Description
101	Code 101 PJ CTL
110	OHR PJ CTL
114	OHR Training PJ CTL
151-01	FMD Accounting
151-02	FMD MIS
155-01	HQ Accounting
155-02	HQ Accting Backfill
300	OFA PJ CTL
401-01	KSC Field Office PJ CTL
401-02	MIO
403	FPRO PJ CTL
410	EXP PJ CTL
415-01	GOES PJ CTL
420	EOS-G PJ CTL
421	EOS AM PJ CTL
422	EOS PM PJ CTL
423	ESDIS PJ CTL
424	EOS CHEM PJ CTL
429	Code 429 PJ CTL
440	HST PJ CTL
442	HST FS&S PJ CTL
443	NGST PJ CTL
454	TDRS PJ CTL
456	Rapid S/C DEV. PJ CTL
457	OLS PJ CTL
460-01	STP PJ CTL
460-02	STP/TIMED
470	ESSPO Scheduling
473	AEAP
474	TRIANA PJ CTL
480	POES PJ CTL
490	New Millenium EO-1
551	Optics Branch PJ CTL
603	Code 603 PJ CTL
630	SSDOO PJ CTL
696	SOUNDING ROCKETS
710	C-E Tech. Dev. Pgm.
740-01	GLAST PJ CTL
740-02	PFO PJ CTL
740-03	PFO PJ CTL / Website
740-04	STAAC Desktop Pub.
860	Spartan PJ CTL
900-01	Project Control
900-02	Project Control
900-03	Project Control
900-04	Project Control
900-05	Project Control
900-06	Project Control
900-07	Project Control
900-08	Project Control
900-09	Project Control
900-10	Project Control
900-11	Project Control
900-12	Project Control
900-13	Project Control
900-14	Project Control
900-15	Project Control
Total = 57	

12/28/99 / 10:02 PM

PAAC CONTRACT
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SERVICE FORECAST / SERVICE ORDER PLAN
QSS
Boeing

Customer ID: 101 Title: Code 101 Project Control	Service Forecast Originator: Karen Blynn IST Leader: Fred Brooks

TECHNICAL REQUIREMENTS:

Performance Requirement 4 – Scheduling and Planning [Data Entry] (CCN: ?)

- Schedule and arrange logistics for workshops sponsored by Code 101. Support the logistics of planning, implementing, and reporting on subject workshops.

Performance Requirement 10 – Documentation / Library (CCN: ?)

- Provide for the following:
  - Receipt, systematic storage, and retrieval of all project documentation (including CM controlled documents) irrespective of origin;
  - Maintain ISO Quality Records Library
  - Identification and distribution of all contract documentation items to assure that required documentation is generated and delivered on time for both administrative and technical review;
  - Assurance of a timely project response for those documents that require government approval;
  - Design, development and maintenance of computerized mixed media library documentation data base systems for storing and retrieving project documents;
  - Management of these systems to ensure configuration control, security, and user accessibility;
  - Document tracking, storage, retrieval, reproduction, distribution, and review coordination services;
  - Development of distribution lists and the tracking of contractor document delivery schedules.
- Prepare technical text, perform technical editing and document compilations and distribute documents.
- Collect technical data and coordinate, edit and compile data into technical documents in accordance with GSFC document preparation standard.
- Center/Enterprise Strategic Plans and Mission Roadmaps.

Performance Requirement 12 – General Business (CCN: ?)

- Photocopying and pagination documentation.
- Prepare presentation packages containing graphics and reports (drawing, sketches, flow charts, diagrams, schedules, and narrative charts) summarizing technical and financial data provided by the Project staff for Project presentations and reporting. Macintosh software programs are used in the preparation of graphics. Scanning and manipulation of documents and photographs and the creation of figures and sketches for presentations will be required. Establish and maintain files, records and data used to prepare technical reports and presentations

DELIVERY SCHEDULE:

- Photocopied documentation (on demand)
- Goddard Program/Project Monthly Summaries (monthly)
- Special Reports
- Associate Director's Office Workshops (as required)
- Center/Enterprise Strategic Plans and Roadmaps (as required)

PAAC CONTRACT
NAS5-00047
SERVICE FORECAST / SERVICE ORDER PLAN
QSS
Boeing

| Customer ID: 110 | Service Forecast Originator: Sandy Buffalano |
| Title: OHR Project Control | IST Leader: Jim Caldwell |

Barb Parmenter

TECHNICAL REQUIREMENTS:

Performance Requirement 12 – General Business: (CCN: ?)

Provide Project Control and Analysis to the Office of Human Resources (Code 110) in the following areas:

- Permanent Change of Station (PCS) and move coordination.

- Inputs all personnel actions into the NASA Personnel/Payroll System (NPPS), ensuring that all information is correct and meets Payroll deadline. Prepares notices of personnel action (SF-50) in accordance with 5 Code of Federal Regulation (CFR), Guide to Processing Personnel Action, and in Internal Operating Procedures.

  Overall 3% error rate is acceptable for the pay period.

- Reviews edits for accepted and rejected (error) transactions and independently determines the need for further actions. Consults with the NPPS Administrator if actions appear questionable, usually recommending changes or citing specific portions that appear inadequate or improper (e.g. NASA Class Code not compatible with Occupations Series).

  Identifies the relational edit and rectifies NPPS. The NPPS Administrator should approve unusual cases (e.g. pay & benefit issues) before data is changed in NPPS.

- Determines Within Grade Eligibility, Career Status, and Creditable Service for Leave and RIF in accordance with 5 CFR, Guide to processing personnel actions, and guidance references.

  Overall 3% error rate is acceptable for the pay period

- Maintains up-to-date supplies of forms, brochures related to processing personnel actions, and the Official Personnel Folder. (E.g. Appointment Affidavits, Absence and Leave Handbook). Maintains New Employee packages.

  A minimum of 1 form and brochure with latest edition available at all times. A minimum of 5 New Employee packages available at all times.

- Creates and maintains the Official Personnel Folder (OPF) in accordance with 5 CFR, Guide to Personnel Record Keeping, and Internal Operating Procedures.

  All actions processed will be filed by the end of the pay period in which the action was effective, except for annual events (e.g. Pay Raise, Open Season for Thrift Savings Plan and Federal Employee Health Benefits Program) which will be filed within 45 days.

- Inputs data into the Automated Applicant Supply File (AASF) in accordance with internal operating procedures.

  Overall 3% error rate is acceptable for the week.

- Types and provides via telephone, verification of employment for banks, credit, loans, mortgage companies, and apartments, etc.

  Telephone verification will be provided within the same day of the request. Typed verification will be completed within 1 workday of receipt.

- Provides xeroxing, filing, and telephone support for organization.

  Position description will be xeroxed by the end of the pay period in which the personnel action is effective. All other xeroxing will be completed based on request form. Telephone calls will be answered in a clear and helpful manner. Accurate telephone messages are required, and should be put in the recipient's mailbox within one-hour. Urgent telephone calls will be acted upon immediately. Filing will be completed based on request form.

- Distributes internal reports.

  Distributes reports within 2 days of receipt.

DELIVERY SCHEDULE:

- Processed PCS orders in compliance with Travel Regulations

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PAAC CONTRACT
NAS5-00047
SERVICE FORECAST / SERVICE ORDER PLAN
QSS
Boeing

handwritten: DON WOFFORD

Customer ID: 114	Service Forecast Originator: ~~Jim Wilk~~
Title: OHR Training Project Control	IST Leader Jim Caldwell

handwritten signature: Don Wo____

handwritten: Barb Parmenter

TECHNICAL REQUIREMENTS:

Performance Requirement 12 – General Business: (CCN: ?)

Program Support

- Timely and accurate data entry of training courses, sessions and attendees into training data base
- Prompt and courteous notification of course participants
- Appropriate opening and closing on-site courses
- Accurate and timely typing and processing of Purchase Requests
- Proper maintenance of course resource folders
- Timely and accurate close-out of courses in training data base

General Clerical Duties

- Courteous and professional phone coverage for EODO and OHR
- Proper handling of customer inquiries with accurate information or referrals
- Accurate sorting and distribution of office mail
- Efficient and proper sorting, assembly, and distribution of course materials
- Proper use of copier, printers, fax machines and other office equipment
- Working knowledge and use of computer hardware and software such as word processing

DELIVERY SCHEDULE:

- Processing of Purchase Requests'
- Close out of courses in training data base

**PAAC CONTRACT
NAS5-00047
SERVICE FORECAST / SERVICE ORDER PLAN
QSS
Boeing**

PAULA GAL·BOD

Customer ID: 151-01	Service Forecast Originator: ~~Curtis Johnson~~
Title: FMD Accounting	IST Leader: Jim Caldwell

Barb Parmenta

TECHNICAL REQUIREMENTS:

Performance Requirement 11 – General Accounting: (CCN: ?)

Provide Project Control and Analysis to the Financial Management Division (Code 151) in the following areas:
- Reimbursable processing
- Property accounting
- Travel voucher processing
- Invoice examination and processing
- Data entry and invoice research
- Mail/microfilm/microfiche

DELIVERY SCHEDULE:

- Processed invoices in compliance with Prompt Payment Act
- Processed travel orders in compliance with Travel Regulations
- Leave and Earnings Statements
- W-2 Forms
- Paychecks

PAAC CONTRACT **NAS5-00047** **SERVICE FORECAST / SERVICE ORDER PLAN** ***QSS*** **Boeing**	
Customer ID: 151-02 Title: **FMD Management Information Systems**	Service Forecast Originator: Ken Davidson *Kenneth W. Davidson* IST Leader Jim Caldwell *Barb Parmenter*

TECHNICAL REQUIREMENTS:

<u>Performance Requirement</u> 9 – Management Information Systems   (CCN: ?)

Provide management information systems to the Financial Management Division (Code 151) in the following areas:

- Equipment installation
- RAMIS support, including execution and monitoring of production RAMIS jobs.
- Provide maintenance and support for numerous financial databases.

DELIVERY SCHEDULE:

- Report distribution
- ECS storage and shutdown

**PAAC CONTRACT
NAS5-00047
SERVICE FORECAST / SERVICE ORDER PLAN
QSS
Boeing**

Customer ID: 155-01 Title: HQ Accounting	Service Forecast Originator: Paula Gal-Edd IST Leader: Jim Caldwell *[signature]*

Barb Parmenter

TECHNICAL REQUIREMENTS:

<u>Performance Requirement 11 – General Accounting</u>: (CCN: ?)

Provide Project Control and Analysis to the Financial Management Division (Code 151) in the following areas:

- Reimbursable processing
- Property accounting
- Travel vouncher processing
- Invoice examination and processing
- Data entry and invoice research

DELIVERY SCHEDULE:

- Processed invoices in compliance with Prompt Payment Act
- Processed travel orders in compliance with travel regulations
- Leave and Earnings Statements
- W-2 Forms
- Paychecks

PAAC CONTRACT NAS5-00047 SERVICE FORECAST / SERVICE ORDER PLAN QSS Boeing

Customer ID: 155-02 Title: HQ Accounting Backfill	Service Forecast Originator: Paula Gal-Edd IST Leader: Jim Caldwell _(signature)_

Barb Parmenter

TECHNICAL REQUIREMENTS:

Performance Requirement 11 – General Accounting: (CCN: ?)

Provide Project Control and Analysis in the following areas:

- Reimbursable processing
- Property accounting
- Travel voucher processing
- Invoice examination and processing
- Data entry and invoice research
- Mail/microfilm/microfiche

DELIVERY SCHEDULE:

- Processed invoices in compliance with Prompt Payment Act
- Processed travel orders in compliance with Travel Regulations
- Leave and Earnings Statements
- W-2 Forms
- Paychecks

| PAAC CONTRACT |
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| *QSS* |
| Boeing |

| Customer ID: 151-03 | Service Forecast Originator: Al Frazier |
| Title: IFMP Accounting Backfill | IST Leader: Jim Caldwell |

Barb Parmenter

TECHNICAL REQUIREMENTS:

Performance Requirement 11 – General Accounting: (CCN: ?)

Provide Project Control and Analysis to the Financial Management Division (Code 151) in the following areas:
- Reimbursable processing
- Property accounting
- Travel voucher processing
- Invoice examination and processing
- Data entry and invoice research
- Mail/microfilm/microfiche

DELIVERY SCHEDULE:

- Processed invoices in compliance with Prompt Payment Act
- Processed travel orders in compliance with Travel Regulations
- Leave and Earnings Statements
- W-2 Forms
- Paychecks

<table>
<tr><td colspan="2">
<p align="center">PAAC CONTRACT
NAS5-00047
SERVICE FORECAST / SERVICE ORDER PLAN
QSS
Boeing</p>
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<td>OK C. Brennan
12/17/99
Richard Weiss
12/17/99</td></tr>
</table>

Customer ID: 300 **Title: Office of Flight Assurance Project Control**	**Service Forecast Originator: Dennis Brennan** **IST Leader: Richie Weiss**

TECHNICAL REQUIREMENTS:

Performance Requirement 12 – General Business (CCN: ?)

Provide Project Control to the GSFC Office of Flight Assurance (Code 300), including the below management information systems (MIS) and general business activities.

Maintain, and revise MIS for updates and analyses of resources reporting for Code 300, in the following areas:
- Travel
- Construction of facilities
- Copiers
- Acquisition forecasting
- Noncompetitive procurements
- Small / small disadvantaged business

Serve as:
- Product Assurance Operations Charge-back System (PAS) Administrator
- Work Authorization System (WAS) Administrator
- Manpower Tracking System (MTS) Administrator
- Charts of Accounts (COA) Administrator / Point of Contact

Provide:
- Civil service labor reject processing
- On-line Reprogramming System (ORS) processing
- Reimbursable accounts processing

DELIVERY SCHEDULE:

- Reports on Travel; Object Classes; Acquisition Forecasting; Non-Competitive Procurements; and Small and Minority Business Activity
- Reports on Manpower; ROS; MPS; Product Assurance Charge-back; Work Authorization System (WAS) updates; and Reimbursable Status Accounting

PAAC CONTRACT
NAS5-00047
SERVICE FORECAST / SERVICE ORDER PLAN
QSS
Boeing

Customer ID: 401-01	Service Forecast Originator: Bob Spless
Title: KSC Field Office Project Control	IST Leader: Fred Brooks

TECHNICAL REQUIREMENTS:

Performance Requirement 6 – Scheduling and Planning [Development]   (CCN: ?)

- Attend Review/Technical Meetings to assure compliance with KSC processing requirements and capabilities.
- Review Ground Safety Data packages and Hazard Assessment Reports to assure KSC compliance with safety requirements (OSHA and KSC) and prevent KSC safety violations during launch campaign.
- Assure that mission peculiar design support requirements are integrated into KSC documentation by attending Launch Site Support Planning/Program Requirements documentation (LSSP/PRD) planning meetings.
- Attend spacecraft/launch vehicle/facility readiness reviews.
- Monitor payload processing integration and report on meeting milestones (schedules) and/or impact of slips.

Performance Requirement 12 – General Business   (CCN: ?)

General business activities required for launch campaign office readiness include:

- Coordinating and preparing information pertinent to GSFC Project pre-launch and launch activities at KSC.
- Determining and integrating badging/training/security requirements between KSC and GSFC.
- Attending meetings and documenting relevant information required by GSFC project personnel.
- Proper badging of processing and transportation personnel for access to KSC including verification that security and training requirements have been met.
- Preparing the schedule of activities for the Payload Processing and Resident Office calendars.
- Facilitating transportation of flight hardware and GSE to/from KSC.
- Photocopying documentation, presentations, and briefings.
- Feedback Article for Code 400 "Critical Path."

Prepare documentation, presentation, and briefing packages containing graphics and reports (drawings, sketches, flow charts, diagrams, schedules, and narrative charts) summarizing information necessary for GSFC Projects personnel processing and pre-launch/launch preparations at KSC. PC software programs are used in the preparation of graphics, documents, figures and sketches required for the presentations, briefings, and documentation. Establish and maintain files, records and data used to prepare documentation reports and presentations.

DELIVERY SCHEDULE:

Scheduling and Planning [Development] -

- Recommendations/Action Items as required from Technical Interchange Meetings (within 10 days following project meetings and readiness reviews)

- Payload processing schedule reports (as required)

General Business -
  - GSFC Resident Office Calendar data (weekly)
  - Badging of processing and transportation personnel (on demand)
  - Article for "Critical Path" (quarterly)
  - Briefing/presentation packages (on demand)
  - Current GSFC Resident Office Calendar (weekly)
  - "Critical Path" Feedback Article (quarterly)

PAAC CONTRACT NAS5-00047 SERVICE FORECAST / SERVICE ORDER PLAN *QSS* **Boeing**

Customer ID: 401-02 Title: MIO	Service Forecast Originator: Bob Bridgers IST Leader: Fred Brooks

TECHNICAL REQUIREMENTS:

Performance Requirement 12 - General Business (CCN: ?)

- Perform LAN re-configurations

- Administer upgrades to the server operating system.

- Coordinate any office moves and telephone moves for Code 401.1.

- Prepare presentations and documents for Code 401.1.

- Maintain data base for the Block Change and maintain hard copies in files.

- Maintain MIO spreadsheets and assist with computer support.

- Provide ISO 9000 documentation support.

DELIVERY SCHEDULE:

- Presentation materials (as required)

ID

PAAC CONTRACT
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SERVICE FORECAST / SERVICE ORDER PLAN
QSS
Boeing

ID

Customer Number: 403	Service Forecast Originator: Steve Xander
Title: FPRO Project Control	IST Leader: Fred Brooks

TECHNICAL REQUIREMENTS:

Performance Requirement 12 - General Business (CCN: ?)

- Provide project control to the GSFC Flight Projects Resources Office (Code 403), including general business and presentations, in the following areas:
  - Required monthly presentations for the Flight Projects Directorate
  - Space, manpower, property, and documentation
  - Evaluation and enhancement of data base entry and retrieval
  - Special directorate reports and presentations

DELIVERY SCHEDULE:

- Reports from space, manpower, and property data bases
- Monthly Resources Status Report (RSR)
- Quarterly Contractor Evaluation Reports
- NASA Employee Benefits Association (NEBA) reports
- Special directorate reports and presentations

PAAC CONTRACT
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SERVICE FORECAST / SERVICE ORDER PLAN
QSS
Boeing

Customer ID: 410	Service Forecast Originator: Donna Bird
Title: Explorers Project Control	IST Leader: Richie Weiss

TECHNICAL REQUIREMENTS:

Explorers Program -	CCN: (TBD)
MAP -	CCN: (TBD)
Image -	CCN: (TBD)
FAME -	CCN: (TBD)
GALEX / HESSI -	CCN: (TBD)
Swift -	CCN: (TBD)
TWINS -	CCN:

Performance Requirement 4, 5 & 6 – Scheduling and Planning

- Determine and recommend processes required to provide responses and data for various Center management and institutional reporting functions. Identify, develop, implement, and keep current all project control activities.
- Plan and schedule developmental space projects.
- Analyze developmental project status against Center commitments.

Performance Requirement 9 – Management Information Systems (Upon Request)

- Design, operate, and maintain Management Information Systems (MIS), including hardware, software, and local area networks, and conduct analyses of project data and move project critical personal computer equipment for personnel that relocate.
- Design, develop, and maintain work and process accounting systems that permit control of all project work in process.
- Design, develop, implement, and maintain systems for project management and project control.

Performance Requirement 10 – Documentation / Library

- Develop and update systems for control, storage and dissemination of all project documentation.

Performance Requirement 12 – General Business

- Logistically control project property and interface with GSFC Logistics Management Division personnel.
- Create and maintain project inventory control records database.
- Coordinate personnel moves.
- Prepare/modify data, drawings, flowcharts, diagrams, schedules and narrative charts for project/customer presentations and reports.
- Prepare technical text, perform technical editing and document compilations and document distribution.
- Provide additional administrative support as required to support emerging project administrative requirements.

DELIVERY SCHEDULE:

Scheduling and Planning -

- Monthly Schedule Status

Management Information Systems -
* On demand

Documentation / Library -
* Complete integration of SMEX drawings and documentation into Explorers Library
* Documents Received Reports (monthly and periodic)

General Business -
* Project Inventory Control Records Database
* Pre-MSR
* Presentation Materials

PAAC CONTRACT
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SERVICE FORECAST / SERVICE ORDER PLAN
QSS
Boeing

Customer ID: 415-01 Title: GOES Project Control	Service Forecast Originator: Katie Mikkelsen IST Leader: Richie Weiss

TECHNICAL REQUIREMENTS:

Performance Requirement 4,5 & 6 – Scheduling and Planning (CCN: ?)

GOES Program Control Evaluation - The contractor shall provide evaluation to the GOES Instrument Management Team at ITT, Fort Wayne. The team consists of the GSFC Instrument Manager, ITT, LIRIS, Space Systems/Loral, and Hughes Space and Communications (HSC). Provide all on-site evaluation relating to the Performance Measurement System and Scheduling.

GOES Schedule Management Evaluation - Utilizing schedules delivered from SS/L, ITT, and HSC, Project flow analysis shall be performed to determine if optimum schedule efficiency is being maintained. Provide consultation to the Project Manager and the GOES Project Management Team on all matters relating to Project redirection and schedule flow.

Coordination between the Government and all GOES ITT, HSC, and SS/L contractor team members shall be maintained for maximum efficiency. Frequent in-plant visits will be required.

The Loral subcontract management team is on-site at Fort Wayne. Coordination of the Loral Performance Measurement System (PMS), Master Schedule, and integration of the ITT and Loral schedules will be maintained.

An I&T Management Control System has been formulated and incorporated at the HSC facility. Additionally, the fabrication and assembly of GOES N - Q will be planned and maintained to permit the most efficient use of time and money.

As the development of GOES N - Q proceeds, evaluation will be supplied, as needed, of the documentation processing associated with the implementation of these new spacecraft.

- Ensure that the Loral scheduling system, Schedule Publisher, and PMS is compliant. Preliminary audits have been performed and upgrades are required. Follow up audits and compliance reviews will be conducted semi-annually.
- Ensure that the ITT (Subcontractor) schedule system, MicroSoft Project, and PMS are compliant with Micro-Soft Project. Preliminary audits have been performed and upgrades are required. Follow-up audits and compliance reviews will be conducted semi-annually.
- Ensure that both systems have the capability of being fully integrated into a GOES Master Schedule and are horizontally and vertically integrated into PMS.
- Provide the MOST team with an analysis of their schedules. Develop new schedules as appropriate. Highlight schedule conflicts as required.
- Provide assessments of the SXI instrument being developed at MSFC. Evaluate the impacts of delayed SXI delivery on the GOES N, and perhaps GOES-O schedules. Travel to Lockheed Martin as appropriate to conduct these evaluations.

Performance Requirement 7 – Configuration Management (CCN: ?)

a.   Implementation and operation of a Configuration Management (CM) system for the Geostationary Operational Environmental Satellite (GOES) Project Office, as detailed in the following paragraphs.

b.   CM evaluation for the GOES Project, conducted on-site, at the Goddard Space Flight Center (GSFC), within close proximity to the GOES Project Office.

c.   Custody and maintenance of the GOES Project master CM files, in a secure area.

d.   Interface with the GSFC NOAA Liaison Office and the NASA Resident Offices at the prime contractor and subcontractor plants.

e.   Ensure that the GOES Configuration Management Plan that is compliant with Goddard Management Instruction (GMI) requirements and the GOES Execution Phase Project Plan.

f.   Work Completed: [Establishment of a GOES Configuration Control Board (CCB)]

g.   Review of contractors' CM Plans, Configuration Item Lists (CIL), and Configuration Change Request (CCR).

h.   Logging and distribution of incoming CCRs, preparation of CCB agenda, and the coordination of the GOES CCB meetings.

i.   Preparation of CM Directives and other CM correspondence resulting from CCB action.

j.   Development of an automated CM Process system with the assistance of MIS support.

k.   Preparation of CCR status reports and other tailored reports using the automated CM data base.

l.   Physical Configuration Audits (PCA) at the sub-contractors facilities for each flight instrument, and PCAs at the prime contractor's facility for each spacecraft.

m.   Additional evaluation to the GOES Project Manager, Deputy Project Manager / Resources, and the Project Manager, as may be defined as a result of program maturity.

DELIVERY SCHEDULE:

*   GOES CM Plan updates
*   CCR Status Reports
*   Others, as required (above)

Performance Requirement 9 – Management Information Systems (CCN: ?)

a.   Provide hardware evaluations and recommendations. This includes network equipment, file and print servers, and personal computers.

b.   Provide software evaluations and recommendations. This includes software required for networking, databases, communications, user interface, etc.

c.   Provide installation and management of all hardware and software.

d.   Act as the Network Manager overseeing both the local and wide area networks. Evaluate need for additional network services to ensure optimum performance.

e.   Participate in ADP planning. Identify future hardware and software requirement. Write specifications and justifications as necessary.

f.   Provide software and programming evaluation as necessary to upgrade and maintain MIS software. Modify any existing software for additions and/or corrections. Ensure compatibility between network and all software and databases.

g.   Provide technical evaluation and training to all users in any new software or databases installed on the MIS.

h.   Maintain internal databases for hardware and software inventories and technical evaluation.

i.   Coordinate maintenance of all hardware and software.

DELIVERY SCHEDULE:
• Computers Delivered to GOES Contractors, installed and checked out
• Troubleshoot Hardware and Software Problems -- as Required.
• Install Software -- as required
• Update Computer Operating Systems -- as required
• Instruct Personnel as to proper operation of computer equipment.

Performance Requirement 10 – Documentation / Library (CCN: ?)

a.   Provide a library of specified documentation for the GOES Project (e.g., technical drawings, trip reports, documentation received from outside sources), keep documents up-to-date, and make changes. Provide the necessary technical evaluation to maintain, review, file, duplicate and distribute GOES documentation, i.e., reports, plans, manuals, failures, etc. maintain computer system for identifying documents received and submit monthly report.

b.   Maintain the GOES Platform Project Action Item Tracking System data base. This task consists of interfacing with Project personnel, compiling data, maintaining data integrity and generating reports.

c.   Provide assistance in the maintenance of the GOES Project Contract Documentation Requirements System.

DELIVERY SCHEDULE:
•   Documents received reports (monthly and periodic)
•   Contract Documentation Reports (as requested)
•   Management Information System

Performance Requirement 12 – General Business (CCN: ?)

a.   Obtain project status update from all project participants and prepare MSR, and Quarterly reports.

b.   Prepare and maintain a total project calendar of upcoming events.

c.   Prepare project presentations from material provided by project personnel.

d.   Prepare, maintain and update project and manpower data bases. Provide periodic reports on travel and current work assignments.

e .   Ordering Supplies through the Stores Stock SATS program or GSA Advantage or Internet .

f.   Maintain list of all currently assigned project participants, including location, telephone number and telemail ID to be available for all project participants.

g.   Facility Evaluation - floor plans, including interface with FED and POEMD for changes and maintenance.

h .   Property Management - includes excess acquisition and turn in, coordinates of office moves of equipment and shipping, as required.

i.   Facility Planning and Analysis - space requirements, short and long term..

j.   Moves - organize and coordinate physical moves of personnel, telephones and related functions. Interface with movers, FED, POEMD, and telephone people as required.

DELIVERY SCHEDULE:
            - Event Calendar (weekly)
            - Pre-MSR
            - Quarterly
            - Travel and Manpower Reports (periodic)
            - Presentations
            - Assigned Personnel List

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PAAC CONTRACT
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SERVICE FORECAST / SERVICE ORDER PLAN
QSS
Boeing

Customer Number:	420	Service Forecast Originator: Kathy Shifflett
Title:	EOS-G Project Control	IST Leader: Fred Brooks

TECHNICAL REQUIREMENTS:

Performance Requirement 6 – Scheduling and Planning [Development] (CCN: ?)

- Determine and recommend processes required to provide responses and data for various Center management and institutional reporting functions. Identify, develop, implement, and keep current all project control activities.
- Plan and schedule developmental space projects.
- Analyze developmental project status against Center commitments.
- Develop integrated master schedule identifying the EOS Project's external interface dependencies.

Performance Requirement 7 – Configuration Management (CCN: ?)

- Maintain Configuration Control of the EOS Project baseline documentation.
- Design, implement audit, and populate/update a complete Configuration Management System.
- Manage and coordinate the configuration change control packages, schedue and implement all activities associated with the Configuration Control Board (CCB) reviews.
- Serve as CCB Administrator; develop CCB minutes and distribute these and approved change packages.
- Maintain the CM status accounting data base to track CCR development, disposition, and implementation.
- Perform required configuration control activities including coordinating Level1 change activities.

Performance Requirement 9 – Management Information Systems (CCN: ?)

- Design, operate, and maintain Management Information Systems (MIS), including hardware, software, and local area networks, and conduct analyses of project data and breakdown/set-up project critical personal computer equipment for personnel that relocate.
- Design, develop, and maintain work and process accounting systems that permit control of all project work in process.
- Design, develop, implement, and maintain systems for project management and project control.
- Provide "Help Desk" service for troubleshooting, problem analysis/resolution, and training on MIS provided hardware, software, and database applications.

Performance Requirement 10 – Documentation / Library (CCN: ?)

- Develop and update systems for control, storage, and dissemination of all project documentation including configuration management.
- Establish, maintain, and manage project technical library to meet the requirements of the EOS Projects.
- Develop, maintain, and control an automated information system for tracking and retrieving technical materials from the library.
- Manage and assure the maintenance of the EOS technical documentation library and ensure that the library meets all day-to-day requirements of the EOS Projects.
- Control, identify, maintain, and distribute library documentation, as required.
- Index and catalog all library materials pertaining to project activities for quick retrieval.
- Produce documentation reports such as Library Index, monthly New Document Report, and others, as required.

- Assist in the development and preparation of Code 420 documentation.
- Prepare technical text, perform technical editing, and document compilations and distribute documents.
- Collect technical data and coordinate, edit, and compile data into technical documents in accordance with EOS and GSFC document preparation standards.
- Track documents in varying stages of release.
- Process change notices and revisions.

Performance Requirement 12 – General Business (CCN: ?)

- Provide support to the EOS Office in the development of project manpower requirements.
- Establish and implement skill management and training for project control.
- Provide support developing ISO documentation and preparation for ISO Audits.
- Prepare and modify drawings, flow charts, diagrams, schedules, and narrative charts for project presentation and reports.
- Logistically control project property and interface with GSFC Logistics Management Division personnel.
- Interface with project to identify move requirements; prepare request forms for FMD mods, and MOORS.
- Coordinate personnel moves.
- Prepare required documentation and coordinate installation of telephones and Local Area Network connections.
- Act as property custodian maintaining NASA property records and conducting inventories.

DELIVERY SCHEDULE:

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SERVICE FORECAST / SERVICE PLAN
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Boeing

Customer ID: 421	Service Forecast Originator: Kevin Grady
Title: EOS-AM Project Control	IST Leader: Fred Brooks

TECHNICAL REQUIREMENTS:

Performance Requirement 7 – Configuration Management (CCN: ?)

- Maintain configuration control of the EOS AM Project baseline documentation.
- Manage and coordinate the Configuration Change Control packages, schedule and implement all activities associated with the Configuration Control Board (CCB) reviews.
- CCB secretary responsible for generating the CCB minutes and distribution of approved change packages.
- Maintain the CM Status Accounting Data Base to track C&R development, disposition and implementation.

Performance Requirement 10 – Documentation / Library (CCN: ?)

- Design, develop, and update systems for control, storage, and dissemination of all project technical and general correspondence documentation.
- Maintain computerized databases current for all documentation/library items.
- Develop and implement procedures, forms and reports for maintenance for documentation/library status accounting.
- Provide Project management with reporting and statusing as a requirement.

DELIVERY SCHEDULE:

- Status CM Data Base and Distribution
- Coordinate CCB
- Status Project Status Reviews
- Status Monthly Status Review
- Status Quarterly Status Review

- Other Deliverables that occur on a monthly basis as a result of our status accounting cycle, as well as items on an ad hoc basis include:
  - Configuration Control Board (CCB) Minutes
  - Configuration Change Request (CCR) Status Report
  - Open CCR Status Report
  - Action Item Reports

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SERVICE FORECAST / SERVICE ORDER PLAN	
QSS	
Boeing	

ID		
Customer Number:	422	Service Forecast Originator: Chris Morris
Title:	EOS PM Project Control	IST Leader: Fred Brooks

TECHNICAL REQUIREMENTS:

Performance Requirement 5 - Scheduling and Planning (Data Structure) (CCN: ?)

- Develop and maintain instrument and spacecraft schedules and develop an integrated scheduling system.
- Perform schedule analysis and forecast potential impacts to the EOS PM Project management.
- Provide schedules, milestone charts, float/trend charts and critical path data for the Project reviews.
- Participate in hardware reviews and visit the hardware providers facility and validate their schedule process.
- Develop charts to provide management with immediate visibility of hardware schedule status.

Performance Requirement 7 - Configuration Management (CCN: ?)

- Maintain Configuration Control of the EOS-PM Project baseline documentation.
- Manage and coordinate the Configuration Change Control packages, schedule and implement all activities associated with the Configuration Control Board (CCB) reviews.
- SEIMSS CCB secretary responsible for generating the CCB minutes and distribution of approved change packages.
- Maintain the CM Status Accounting Data Base to track C&R development, disposition and implementation.

Performance Requirement 9 - Management Information Systems (CCN: ?)

- Design, operate, and maintain Management Information Systems (MIS), including hardware, software, and local area networks, and conduct analyses of project data and breakdown/set-up project critical personal computer equipment for personnel that relocate.
- Design, develop, and maintain educational outreach web sites.
- Provide technical support for external organizations involved in outreach.
- Provide "Help Desk" service for troubleshooting, problem analysis/resolution, and training on MIS provided hardware, software, and database applications.
- Design and produce multi-media for educational web site.

Performance Requirement 10 - Documentation / Library (CCN: ?)

- Design, develop, and update systems for control, storage, and dissemination of all project technical and general correspondence documentation.
- Maintain computerized databases current for all Documentation/Library items.
- Develop and implement procedures, forms and reports for maintenance for Documentation/Library status accounting.
- Provide Project management with reporting and statusing as a requirement.

Performance Requirement 12 - General Business

- Responsible for move coordination whenever elements of the EOS PM Project are scheduled for moves or facilities modifications; these duties include:
    - Interfacing with Project to identify requirements
    - Prepare request forms for FMD mods, and moves
    - Phone and LAN installations
    - Overall logistic management
- Interface with appropriate managers to collect data to prepare monthly and quarterly review packages.
- Property custodian maintaining NASA property records and conducting inventories as required.
- Provide support to the EOS PM Project in developing the Project manpower and travel budget requirements.
- Telephone coordinator preparing required request forms and coordinating installations of phone instruments and LAN Connection
- Prepare and modify drawings, flow charts, diagrams, schedules, and narrative charts for project presentation and reports

DELIVERABLES

- Status CM Data Base and Distribution
- Coordinate CCB
- Status Project Status Reviews
- Status Monthly Status Review
- Status Quarterly Status Review

Other Deliverables that occur on a monthly basis as a result of our status accounting cycle, as well as items on an ad hoc basis include:

- Configuration Control Board (CCB) Minutes
- Configuration Change Request (CCR) Status Report
- Open CCR Status Report
- Action Item List

- Provide support for relocation of property, equipment, and telephones for all ESDIS Project personnel relocation activities. Coordinate personnel moves.

- Provide support and assure proper maintenance for all building problems reported by ESDIS Project personnel (i.e., telephone problems, furniture repair, blind repair, etc.).

Performance Requirement 10 - Documentation/Library (CCN: ?)

- Develop and update systems for control, storage, and dissemination of all project documentation including configuration management.

- Develop, maintain, and control an automated information system for tracking contract deliverable documentation.

- Monitor contract deliverable documentation.

- Establish, maintain, and manage project technical library to meet the requirements of the ESDIS Projects.

- Develop, maintain, and control an automated information system for tracking and retrieving technical materials from the library.

- Manage and assure the maintenance of the ESDIS technical documentation library and ensure that the library meets all day-to-day requirements of the ESDIS Project.

- Control, identify, maintain, and distribute library documentation, as required.

- Index and catalog all library materials pertaining to project activities for quick retrieval.

- Produce documentation reports such as Library Index, Bi-weekly New Document Report, and others, as required.

- Assist the CMO by proofreading CCR packages.

Performance Requirement 12 - General Business (CCN: UFP423P1)

- Establish and implement skill management and training for project control.

Performance Requiremtent 12- Presentations

- Prepare and modify drawings, flow charts, diagrams, and narrative charts for project presentation and reports.

- Interface with appropriate managers to collect data and prepare monthly and quarterly review packages

Performance Requirement 10 - Technical Writing/Editing

- Prepare technical text, perform technical editing, and document compilations and distribute documents.

- Collect technical data and coordinate, edit, and compile data into technical documents in accordance with ESDIS and GSFC document preparation standards.

- Track documents in varying stages of release.

- Process change notices and revisions.

DELIVERY SCHEDULE:

Performance Requirement 7, 8 - Configuration Management

- CCR Metrics (monthly)

Performance Requirement 4, 5, 6

- PSR Schedule Inputs (monthly)
- ECS Schedule Analysis (monthly)
- MPSR Schedule Inputs (monthly)
- MPSR Schedule Inputs (quarterly)

Performance Requirement 12 - Logistics/Move Coordination

- Complete Audit of Code 423 Property

Performance Requirement 10 - Documentation/Library

- Library Acquisition Report (monthly)
- Documents In Review Report (monthly)
- Contract Deliverable Metrics Chart (monthly)

Performance Requirement 12 - General Business

- No specific deliverables

Performance Requirement 12 – Presentations

- PSR (monthly)
- MPSR (monthly)
- Quarterly Review

Performance Requirement 10 - Technical Writing/Editing

- No specific deliverables

PAAC CONTRACT
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SERVICE FORECAST / SERVICE ORDER PLAN
QSS
Boeing

Customer Number: 424	Service Forecast Originator: Suzie Gallagher
Title: EOS Chemistry Project Control	IST Leader: Fred Brooks

TECHNICAL REQUIREMENTS: (CCN: ?)

Performance Requirement 7, 8 - Configuration Management

- Maintain Configuration Control of the EOS-Chemistry Project baseline documentation.
- Manage and coordinate the Configuration Change Control packages, schedule and implement all activities associated with the Configuration Control Board (CCB) reviews.
- CCB secretary responsible for generating the CCB minutes and distribution of approved change packages.
- Maintain the CM Status Accounting Data Base to track C&R development, disposition and implementation.

Performance Requirement 4, 5, 6 – Scheduling

- Develop and maintain instrument and spacecraft schedules and develop an integrated scheduling system.
- Provide schedules, milestone charts, float/trend charts and critical path data for the Project reviews.
- Participate in hardware reviews and visit the hardware providers facility and validate their schedule process.
- Develop charts to provide management with immediate visibility of hardware schedule status.

Performance Requirement 12 - Logistics/Move Coordination

- Logistically control project property and interface with GSFC Logistics Management Division personnel.
- Interface with project to identify move requirements; prepare request forms for FMD mods, and MOORS.
- Coordinate personnel moves.
- Prepare required documentation and coordinate installation of telephones and Local Area Network connections.
- Act as property custodian maintaining NASA property records and conducting inventories.

Performance Requirement 10 - Documentation/Library

- Develop and update systems for control, storage, and dissemination of all project documentation including configuration management.
- Establish, maintain, and manage project technical library to meet the requirements of the EOS Chemistry Project.

- Develop, maintain, and control an automated information system for tracking and retrieving technical materials from the library.
- Manage and assure the maintenance of the EOS Chemistry technical documentation library and ensure that the library meets all day-to-day requirements of the EOS Chemistry Project.
- Control, identify, maintain, and distribute library documentation, as required.
- Index and catalog all library materials pertaining to project activities for quick retrieval.
- Produce documentation reports such as Library Index, Bi-weekly New Document Report, and others, as required.

Performance Requirement 12 - General Business

- Account for total project travel (plan v. actual).
- Review all domestic and overseas travel orders and modifications to assure accuracy and completeness according to GSFC regulations.
- Maintain an automated Travel Goddard *(TG) log for all travel orders and funds processed against outstanding accounts.
- Provide support to the EOS Chemistry Project in the development of project manpower requirements.
- Establish and implement skill management and training for project control.

Performance Requirement 12 – Presentations

- Prepare and modify drawings, flow charts, diagrams, schedules, and narrative charts for project presentation and reports.
- Interface with appropriate mangers to collect data and prepare monthly and quarterly review packages.

Performance Requirement 10 - Documentation/Library

- Assist in the development and preparation of EOS Chemistry Project documentation.
- Prepare technical text, perform technical editing, and document compilations and distribute documents.
- Collect technical data and coordinate, edit, and compile data into technical documents in accordance with EOS Chemistry and GSFC document preparation standards.
- Track documents in varying stages of release.
- Process change notices and revisions.

DELIVERY SCHEDULE:

- Status CM Data Base and Distribution
- Coordinate CCB
- Status Monthly Status Review
- Status Quarterly Status Review

Other Deliverables that occur on a monthly basis as a result of our status accounting cycle, as well as items on an ad hoc basis include:

- Configuration Control Board (CCB) Minutes
- Configuration Change Request (CCR) Status Report
- Open CCR Status Report
- Action Item List

- Status Project Status Reviews
- Monthly Project Status Review
- Quarterly Project Status Review
- Independent Annual Review

PAAC CONTRACT
NAS5-00047
SERVICE FORECAST / SERVICE ORDER PLAN
QSS
Boeing

Customer Number:	429	Service Forecast Originator: George Barth
Title:	Code 429 Project Control	IST Leader: Fred Brooks

TECHNICAL REQUIREMENTS:

Performance Requirements 5 - Scheduling and Planning (CCN: ?)

- Determine and recommend processes required to provide responses and data for various Center management and institutional reporting functions. Identify, develop, implement, and keep current all project control activities.
- Plan and schedule developmental space projects.
- Analyze developmental project status against Center commitments.

Performance Requirement 9– Management Information Systems: (CCN: ?)

- Develop and maintain a web site for the NPP Project

Performance Requirement 12 – General Business (CCN: ?)

- Responsible for move coordination whenever elements of the project are schedule for moves or facilities modification; these duties include:
  - Interfacing with Project to identify requirements
  - Prepare request forms for FMD mods, and moves
  - Phone and LAN installations
  - Overall logistic management
- Interface with appropriate managers to collect data to prepare monthly and quarterly review packages.
- Property custodian maintaining NASA property records and conducting inventories as required.
- Provide support to the Project in developing the manpower and travel budget requirements.
- Telephone coordinator preparing required request forms and coordinating installations of phone instruments and LAN connection.
- Prepare and modify drawings, flow charts, diagrams, scheduled, and narrative charts for project presentations and reports.

DELIVERABLES:
- Status Project Status Review
- Status Monthly Status Review
- Status Quarterly Status Review
- Action Item List

PAAC CONTRACT
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SERVICE FORECAST / SERVICE ORDER PLAN
QSS
Boeing

Customer ID: 440	Service Forecast Originator: Gloria Goodman
Title: Hubble Space Telescope Project Control	IST Leader: Bill Gallagher

TECHNICAL REQUIREMENTS:

Performance Requirement 4, 5, & 6 – Scheduling and Planning (CCN: ?)

- Prepare plans and schedules establishing HST Project timelines, identifying interfaces between organizations that provide continuous performance status and support the financial evaluation of monthly contractor cost reports. Establish the critical path for the HST Servicing Missions based on comprehensive network schedules and related analyses. Provide schedule data to support Project institutional requirements in reviews such as: Non-Advocacy Reviews (NARs), Project Operating Plans (POPs), Execution Phase Project Plans, manpower and travel planning, contract negotiations and independent cost studies.

DELIVERY SCHEDULE:

- Flight Systems and Servicing Schedule Package (monthly)
- Operations and Ground Systems Schedule Package (monthly)
- Servicing Mission network schedules
- On-site scheduling support at KSC during pre and post launch activities(daily)
- Program Review Master Schedules (monthly)
- Special presentation charts and reports (on demand)

Performance Requirement 7 & 8 – Configuration Management (CCN: ?)

- Develop, coordinate, implement and maintain the HST Project specific CM Plan and CM Procedures that meet the requirements of 400-PG-8700.2.1. Review contractor CM Plans to ensure compliance with these documents and the CM requirements of the contract(s), and perform audits to verify effective CM implementation.
- For in-house work, identify configuration items (hardware, software, documentation, and data) and facilitate engineering drawing release, engineering order release, and Work Order Authorization processes.
- Maintain and audit each project's CM system by reviewing, implementing, and following the approved change control processes.
- Process configuration change requests (CCRs), waivers, and deviations for cost, schedule, and technical impact assessments, and support the CCB in the evaluation and disposition of CCRs.
- Prepare and distribute CCB minutes and facilitate action items systems for CCB directives.
- Provide effective coordination and complete the timely documentation updates of all approved changes.
- Establish and maintain audit trails for configuration changes, track the implementation status of approved changes through procurement.
- Manage an up-to-date library system for CM-controlled documents (hard copy and electronic versions).
- Manage the CM On-line Processing System (COPS)
- Provide data management including coordinating and facilitating Contract Data Requirements List (CDRL) deliverables from Project Contractors.

DELIVERY SCHEDULE:

- CM Plan, Procedures and Revisions (on demand)
- Configuration Change Requests (on demand)
- Configuration Status Accounting Reports (on demand)

- Configuration Control Board Meeting Agenda (biweekly or on demand)
- Configuration Control Board Meeting Minutes (within 14 days after CCB meeting)
- Processed Work Order Authorization (on demand)
- Processed Engineering Orders (on demand)
- Released Engineering Drawings (on demand)
- Facilitate Review Process for Contractor Deliverables
- Facilitate Review Process for System Engineering Reports from Project Contractors

Performance Requirement 9 – Management Information Systems (CCN: ?)

- Provide Rapid Access Management Information System (RAMIS) programming and data retrieval for the Hubble Space Telescope financial data; Space Telescope Resource Analysis Program (STRAP) database administration including responsibility for the importing and verification of monthly data, as well as responsibility for the daily maintenance of the system.

DELIVERY SCHEDULE:

- Up-to-date Oracle data base containing current resources data for the Hubble Space Telescope provided by timely input of monthly and ad-hoc financial data as compiled from GSFC RAMIS data bases.
- POP charts and other charts to aid in APOP data entry (on demand)

Performance Requirement 10 – Documentation / Library (CCN: ?)

Provide for:
- Receipt, systematic storage, and retrieval of all project documentation (including CM controlled documents) irrespective of origin;
- Identification and distribution of all contract documentation items to assure that required documentation is generated and delivered on time for both administrative and technical review;
- Assurance of a timely project response for those documents that require government approval;
- Design, development and maintenance of computerized mixed media library documentation data base systems for storing and retrieving project documents;
- Management of these systems to ensure configuration control, security, and user accessibility;
- Document tracking, storage, retrieval, reproduction, distribution, and review coordination services;
- Development of distribution lists and the tracking of contractor document delivery schedules.

DELIVERY SCHEDULE:

- Current library data base (monthly)
- Current hard copy library (on demand)
- Monthly listing of new documents (monthly)

Performance Requirement 12 – General Business

- Provide management, project control and contractor management.

- Provide a single point of contact for all HST tasks.
- Manage all contractor personnel working on these tasks and assure adequate supervision.
- Provide total quality control for all applicable products or services delivered to the Project.
- Provide project control support to prepare and review work plans, staff assigned tasks, and generate schedules to comply with task requirements.
- Review task deliverables and work products to be provided as required by the tasks for quality, completeness and accuracy, and ensure that they are delivered in a timely manner and meet customer needs.
- Resolve all issues relative to task accomplishments and keep the Project informed of task status on a regular basis.
- Develop workarounds to meet schedules and maintain project cost.

PAAC CONTRACT
NAS5-00047
SERVICE FORECAST / SERVICE ORDER PLAN
QSS
Boeing

Customer ID: 442 Title: HST Flight Systems and Servicing Project Control	Service Forecast Originator: Jimmy Barcus IST Leader: Bill Gallagher

TECHNICAL REQUIREMENTS:

Performance Requirement 12 – General Business

- Provide photographic and video coverage for all HST 442 flight hardware test and integration at GSFC and local contractor sites including Crew Familiarizations, GSE and Logistical photographs at GSFC, KSC, JSC, Langley, Marshall, and Lewis Research Center.

- Maintain current and historical databases for photographic images, videotapes, and request logs, updated daily as jobs are requested, completed, and delivered.

- Participate in design and implementation of the HST Digital Imaging System (HDIS) including design of data base contents, forms and data flow diagrams to assist in the development of the data base software and hands-on testing and evaluation.

- Provide requirements for photographic coverage during Launch Integration activities at KSC and preparing presentations to KSC describing procedures for photographic coverage during payload integration activities.

- Participate in selection of on-orbit photographs to be used during missions, identify and annotate the images, and enter all information into the HDIS.

- Provide mission support at JSC, GSFC Building 3, and GSFC Building 29 clean room during Servicing Mission EVA's for immediate access to images and HDIS information upon request.

- Participate in the selection and evaluation of cameras to be used for closeout photography. Requires participation in camera training for the crew during NBS and WETF activities. PAVDO personnel will be using the NeXT to capture closeout images as camera training is conducted.

- Logistically control flight hardware, GSE and project property by identifying and coordinating the safest and most efficient and protective means to transport (domestic and international) and/or store flight and non-flight hardware to/from GSFC.

- Define all specialized shipping/handling requirements and coordinating with the Logistics Transportation management Branch (Code 234) to schedule and secure independent carriers.

- Verify the inventory of project equipment and validating the equipment status accuracy in the NASA Equipment Management System (NEMS).

- Generate a Logistics Support Plan (in accordance with **NMI 7500.4** and GSFC *Import/Export Reference Manual*) that covers support needs from early hardware development through post-flight operations.

- Review and comment on the adequacy of contractor logistics plans.

- Plan and coordinate all shipping container, handling/storage, and environmental requirements.

- Ensure proper shipment, handling, storage, and accountability of flight hardware and ground support equipment.

- Coordinate/prepare all shipping documents (storage documents, 20-4s) for government approval.

- Integrate both receipt and delivery expectations with the origination and destination organizations.

- Prepare presentation packages containing graphics and reports (drawing, sketches, flow charts, diagrams, schedules, and narrative charts) summarizing technical and financial data provided by the HST GSFC Project staff for Project presentations and reporting. Macintosh software programs are used in the preparation of graphics. Scanning and manipulation of documents and photographs and the creation of figures and sketches for presentations will be required. Establish and maintain files, records and data used to prepare technical reports and presentations.
- Logistically control flight hardware, ground support equipment, and other project property and coordinate personnel moves by coordinating and developing plans to accomplish facility modifications, determination of space and telephone requirements, establishment of move schedules, and physical relocation coordination of personnel and equipment.
- Maintain project and GSFC NEMS property management systems, property inventory, space flight hardware shipment coordination, and sensitive controlled property, excessing and disposal in accordance with applicable GSFC and project procedures.
- Establish and maintain supply inventories.
- Coordinate/prepare shipping documents for government approval.
- Prepare and transport small items for FedEx and Express mail.
- Provide for retrieval, coordination, and summary presentation of civil service and contractor manpower and travel data for budget development, and manpower planned to actual variance reporting.
- Prepare furniture requisitions, coordinating and arranging transportation, delivery and set-up, furniture disposal, and relocation of furniture.
- Coordinate and prepare facilities maintenance work orders of various types and reporting progress.
- Photocopy, paginate and bind documentation.

DELIVERY SCHEDULE:

- Monthly status of all performance requirements.
- Goddard Project Monthly Status Review (GPMSR - monthly)
- Code SM Goddard Monthly Status Review (SMMSR - monthly)
- CDR, TRR, FRR and IAR packages (per HST schedule)
- Quarterly Program Review packages
- Monthly Code 440 newsletters
- Quarterly Code 400 newsletters
- Special Reports
- A current data base of Project property
- Completed shipping documents (on demand)
- Completed telephone work orders (on demand)
- Completed requisition forms (on demand)
- Facility modification progress reports (on demand)
- Manpower and travel data (on demand)
- Photocopied documentation (on demand)

- Maintain/audit storage and accountability records.

- Ensure the traceability and control of Government Furnished Property.

- Provide personal computer support and move project critical personal computer equipment for personnel that are relocated.

- Prepare technical text, perform technical editing and document compilations and distribute documents.

- Collect technical data and coordinate, edit and compile data into technical documents in accordance with HST and GSFC document preparation standard.

- Track documents in various stages of release. Typically, 10-15 documents are released each week with lead times ranging from hours to days.

- Process Change Notices and Revisions.

- Provide public affairs articles and participate in promoting HST technology spinoffs and space science education to the public.

- Participate in promoting technology spinoffs in cooperation with the Office of Technology Transfer.

- Expediting hardware deliveries and manufacturing documentation between Project engineers and GSFC hardware manufacturing personnel.

DELIVERY SCHEDULE:

- Photo/Video Library
- Current Photo/Video data base
- Online current data base of Project property
- Completed shipping documents (on demand)
- Storage documents (on demand)
- Design requirements documents
- Non baseline plans and procedures
- Current non-baseline document data base

PAAC CONTRACT
NAS5-00047
SERVICE FORECAST / SERVICE ORDER PLAN
QSS
Boeing

Customer ID: 443 Title: NGST Project Control	Service Forecast Originator: Dan Blackwood IST Leader: Bill Gallagher

TECHNICAL REQUIREMENTS:

Performance Requirement 4, 5, 6 – Scheduling and Planning   (CCN: ?)
Prepare NGST Project plans and schedules:
(a)   Establish project timelines
(b)   Identify interfaces between organizations
(c)   Work closely with contractors to monitor schedule status
(d)   Evaluate project schedule performance

Support the evaluation of contractor performance:
(a)   Support development of contractor reporting requirements
(b)   Develop metrics to monitor contractor performance
(c)   Support the evaluation of contractor performance

DELIVERY SCHEDULE:

- Provide schedule visibility to support project management (as required)
- Provide metrics to support contractor evaluation (as required)
- Provide program review schedules (monthly)
- Provide special charts, metrics, and/or schedules (as required)

Performance Requirement 12 – General Business   (CCN: ?)

- Develops, implements, and monitors very complex administrative systems and guides institutional support efforts.
- Develops and implements configuration management systems, including documentation management.
- Develops parameters and/or grass roots cost estimates and performance measurement systems.
- Analyzes cost effectiveness studies and cost studies relating to unanticipated technical problems and/or schedule slippages.
- Implements project administrative policies and procedures in accordance with the GSFC ISO 9001 Quality Management System.
- Develops project control policy and procedures.
- Initiates and/or attends and monitors implementation of requirements resulting from regular or Ad Hoc meetings in all areas of responsibility. Serves as principal advisor to the customer.

DELIVERY SCHEDULE:

- Written reports

PAAC CONTRACT
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SERVICE FORECAST / SERVICE ORDER PLAN
QSS
Boeing

Barbara Sweeney 12/16/99

| Customer ID: 454 | Service Forecast Originator: Barbara Sweeney |
| Title: Tracking and Data Relay Satellite (TDRS) Project Control | IST Leader: Richard L. Barthel |

TECHNICAL REQUIREMENTS:

Performance Requirements 4, 5, 6 – Scheduling and Planning (CCN: ?)

- Provide periodic evaluation of Prime Contractor's schedules, including validity, forecasts and risk assessment, based on attendance at bi-monthly Program Status Reviews, review of Daily Resident Office Reports and Contract Data Requirements List (CDRL) deliverables
- Perform schedule audits as required by the NAS5-32900 Contract and Project Management.
- Design, create and update Project internal schedules based on schedule information provided by the Prime Contractor.

Delivery Schedule:

- Bi-monthly schedule assessments and periodic updates, as required, to support Project Management.
- Audit reports, as required.
- Internal schedule charts, as required.

Performance Requirements 7 and 8 – Configuration Management (CCN: ?)

- Create, maintain, manage and modify the Project's Configuration Management System including required plans, procedures, check lists, forms, databases.
- Prepare database reports including technical requirements baselines, cost change summaries, and status of all open change actions subject to review by the Project's Configuration Control Board.
- Manage the Project's Configuration Control Board.
- Perform Configuration Control Audits as required by the NAS5-32900 Contract and Project Management.

Delivery Schedule:

- Monthly CCB Status Reports
- CCB Packages, as required, to include meeting minutes, CCB Directives, and change background materials.
- Audit Plans and Reports, as required
- Special database reports , as required, to support Project Management.

Performance Requirement 9 – Management Information Systems (CCN:?)

Design, operate and maintain the TDRS Project Management Information System including hardware, software, LANs and special systems for video conferencing and data transfer between the Project and the Prime Contractor.

- Attend security and Web management meetings, as required.

Delivery Schedule:

- Project contingency, risk assessment and security plans, as required.
- Network/Systems diagrams, as required.

- Procedures for performing file system backups and restoration, as required.
- Computer system/network trouble shooting guides, as required.
- System software and hardware configuration documentation – updates as required.
- Cost/benefit analysis reports to assist Project management in purchase decisions, as required.
- *Monthly log of FT security violations* (handwritten)

Performance Requirement 10 – Documentation/Library (CCN: ?)

- Design, develop, field and maintain physical and electronic systems for the control, storage, and dissemination of all Project documentation.
- Prepare reports on documents received and status of Contract deliverables.
- Provide training to Project staff on use of Library facilities.

Delivery Schedule:

- Monthly DM Status Reports
- Weekly document receipt reports

Performance Requirement 12 – General Business (CCN: ?)

- Create and track small purchase accounts through delivery.
- Prepare charts, drawings, text and diagrams for Project reports and presentations.
- Coordinate personnel moves and associated logistics (including room keys, telephone service requests, property transfers, etc.).
- Track Project property accounts.

Delivery Schedule:

- Database reports for small purchases, equipment maintenance, etc., as required.
- Purchase requests, as required.
- Updates to Organization Charts and Telephones, as required.
- Floor space allocation chart for Project, as required.